

AT&T/Bell South
LOCAL OPERATOR SERVICES AND
DIRECTORY ASSISTANCE
Site Report and Service Evaluation
Dunwoody (5ESS)
Buckhead (DMS100)
East Marietta (1AESS)

August 8, 1997

AT&T
Author: Timothy Conroy
732-870-7110

**Local Operator Services and Directory Assistance
Site Report and Service Evaluation**

Executive Summary

- The Test Team, which included Tim Conroy, Fred Iffland, and the Bell South team performed the tests on the Test Matrix on August 4 -6 at the Bell South facility at the Perimeter Center in Atlanta. This office was connected to the separate End Offices (EO) via FX lines. A Test Matrix and accompanying Results chart have been attached to this document. A complete copy of the Test Scripts is available by request.
- Operator M&Ps performed well in all tests where M&Ps have been established and are clearly defined. The operators displayed professionalism in all respects.
- The Operator Services tests for the DMS100 were successfully executed from the Buckhead switch. The 411 Directory Assistance tests for the DMS100 were also successfully executed and connected to the Phoenix DA office. The foreign and local NPA-555-1212 calls were successfully executed and connected to various DA offices throughout the country.
- The Operator Services tests for the Lucent 5ESS were successfully executed from the Dunwoody switch when there is direct trunking. If the 0-/0+7 calls have to go to the OSPS via the TOPS tandem when there is no direct trunking, then the calls go to reorder in the 5ESS local switch. Bell South is going to Lucent for assistance in correcting this problem. The 411 Directory Assistance tests for the Lucent 5ESS were also successfully executed and connected to the Phoenix DA office. The Foreign and local NPA-555-1212 calls were successfully executed and connected to various DA offices throughout the country. The local NPA-555-1212 calls were successfully executed three different ways, routed to FG C as dialed, routed to FG D as dialed, and routed to an announcement channel. There was one issue with the IntraLATA toll DA calls, the calls were routed to the local service provider instead of the intraLATA pic. Bell South will research what is the proper treatment of the call. The ability to route 411 calls through access tandems when direct trunks are not available was not verified during this test period, however, it is believed that routing this call via the TOPS as 0+411 will be successful.
- The Operator services tests for the Lucent 1AESS were not all successfully executed from the East Marietta switch. The intraLATA calls were not going to the correct intraLATA providers, they were going to the local service providers. Bell South was able to correct this problem by changing the TSP index so that the call will go to the correct intraLATA carrier. This correction then causes 0+10 digit local calls to route incorrectly. Bell South escalated this problem to Lucent. The 411 Directory Assistance tests for the Lucent 1AESS were also successfully executed and connected to the Phoenix DA office. The Foreign intraLATA and local NPA-555-1212 calls were successfully executed and connected to various DA offices throughout the country.
- The Basic POTS Line Class Code and the Basic POTS with 900 call blocking Line Class Codes were successfully executed.

Tests Results ~ 1 - 14

For the 5ESS switch:

Base Load	Scheduled	Executed	Pass	Did Not Pass	Pass Rate	TBD	Omitted
14	14	19	18	1	94.7%	0	0

For the DMS100 switch:

Base Load	Scheduled	Executed	Pass	Did Not Pass	Pass Rate	TBD	Omitted
14	14	21	21	0	100%	0	0

For the 1AESS switch

Base Load	Scheduled	Executed	Pass	Did Not Pass	Pass Rate	TBD	Omitted
14	14	16	15	1	93.75%	0	1

- The 0- and 00 tests were successful for all of the switches except for the 5ESS 0- calls when you have to route through the tandem switch. The 0+ calls were successful for the 5ESS and the DMS100 switch types. The 1AESS does not correctly route the 0+10 intraLATA calls.
- The 411 and Home NPA-555-1212 tests were successful for all the switches. The 411 calls for 5ESS tandem solution still has to be verified. The intraLATA NPA-555-1212 DA calls worked successfully for both the 1AESS and DMS100. The 5ESS routes these calls to the local service provider instead of the intraLATA service provider. Bell South is researching the proper treatment of these calls. This is a interpretation issue not a technical problem with the switch.
- The 10XXX0 and 900 tests were 100% successful.

Test #	Test Name	Expected Results	DMS100	SESS	IAESS
1	0+10 Digit Local Call charged to a AT&T calling card.	Call is completed & billed successfully	passed	passed	passed
2	0- Request for Call Completion- Operator Assist Bill to AT&T Calling Card	Call is completed & billed successfully	passed	passed	passed
3a	0+10 Digit IntraLATA Toll Call (AT&T Customer)	Call is completed & billed successfully	passed	passed	passed
3b	0+10 Digit IntraLATA Toll Call (Bell South Customer)	Call is completed & billed successfully	passed	passed	did not pass
4	00- Request Call Completion	Call is completed & billed successfully	passed	passed	passed
5	411 Call to Local DA (LCC that allows 900 calls)	Call is placed to the AT&T Local DA Platform, and a local number is received.	passed	passed	passed
6	411 call to Local DA (LCC that blocks 900 calls)	Call is placed to the AT&T Local DA Platform, and a local number is received.	passed	passed	did not test
7	Local NPA+555-1212 Call to Local DA (LCC that allows 900 calls)	Call is placed to the AT&T Local DA Platform and a local number is received.	passed	passed	passed
8	Local NPA+555-1212 Call to Local DA (LCC that blocks 900 calls)	Call is placed to the AT&T Local DA Platform and a local number is received.	passed	passed	passed
9	IntraLATA Foreign NPA+555-1212 Call to Local DA (AT&T Local Customer)	Call is placed to the AT&T Local DA Platform, and a local number is received.	passed	did not pass	passed
10	InterLATA NPA+555-1212 call to LD DA	Call is placed to the AT&T LD DA Platform, and a LD number is received.	passed	passed	passed
11	0+411	Call will be blocked - announcement	passed	passed	passed
12	0+Home NPA+555-1212	Call will be blocked - announcement	passed	passed	passed
13a	102880	Attach to the dialed operator	passed	passed	passed
13b	102220	Attach to the dialed operator	passed	passed	passed
14a	900+NXX+XXXX Call (LCC that allows 900 calls)	Call is completed & billed successfully	passed	passed	passed
14b	900+NXX+XXXX Call (LCC that blocks 900 calls)	Call will be blocked - announcement	passed	passed	passed

Detailed Report

General Observations

This was a joint test between AT&T and Bell South to determine if the Bell South and AT&T architecture could handle the routing of AT&T traffic to AT&T Operator Services (OS) and Directory Assistance (DA) platforms in a Total Services Resale Environment (TSR) environment. Most of the tests were executed successfully.

The 0- calls were all executed successfully except for 5ESS calls that have to route to the OSPS via the TOPS tandem. The problem is signaling out of the 5ESS switch, calls go to reorder in the local switch. Bell South is going to Lucent for support to solve this problem. The calls that have direct trunking to the OSPS from the 5ESS switch and all calls placed from the DMS100 and 1AESS switches were routed to the Voice Recognition Call Processing (VRCP), then the caller would say operator when prompted and connect to a live operator. The operators were consistently able to verify the forward number and back number and to complete the requested task (i.e., assisted calling card call or call completion). Each switch used the same trunk group consistently.

The 0+10 digit local and intraLATA toll calls were executed successfully in both the 5ESS and DMS100 switches. The 1AESS was only able to successfully execute either 0+10 digit local or 0+10 intraLATA, not both. The problem is that in order for the local calls to work the TSP index has to be pointing to AT&T and for the intraLATA toll calls to work the TSP has point to an index that can change according to the intraLATA pic. Bell South has escalated this problem to Lucent for resolution.

The Directory Assistance calls for the DMS100 switch were executed successfully. The 411 calls were converted to 900-555-4411 and sent to the AT&T network on a FG D trunk. The 411 calls were forwarded to Phoenix, Arizona DA Operators. The Operators were then able to connect us to the ARU to receive the requested listing. The local NPA-555-1212 calls were also converted to 900-555-1212 and sent to the AT&T network on a FG D trunk. These calls were forwarded to DA operators located in various regions. Additional tests were executed successfully for 411 and local intraLATA DA calls that tested various combinations of local and intraLATA service providers. The Foreign IntraLATA NPA-555-1212 calls were sent out as dialed as previously done for the pic2 environment. An additional test was performed successfully that varied the interlata pic.

The Directory Assistance calls for the 5ESS switch were executed successfully except for the foreign intraLATA DA calls. The 411 calls were converted to 900-555-4411 and sent to the AT&T network on a FG D trunk. The 411 calls were forwarded to Phoenix, Arizona DA Operators. The Operators were then able to connect us to the ARU to receive the requested listing. The local NPA-555-1212 calls were not able to be converted and sent out as 411 because the OS route is set as equal access signaling and does not allow digit manipulation. The calls were successfully routed three different ways. They were routed successfully as dialed (no conversion) over FG C trunks, as dialed over FG D trunks, and routed to an announcement. Additional tests were executed successfully for 411 and local intraLATA DA calls that tested various combinations of local and intraLATA service providers. The Foreign IntraLATA NPA-555-1212 calls were routed as dialed. The foreign intraLATA calls were routed to the local service provider instead of the intraLATA service provider. Bell South is researching the proper treatment of this call. This is a interpretation issue not a technical problem with the switch. An additional test was performed successfully that varied the interlata pic. For the 411 calls where there is no direct trunk group to the AT&T 4ESS, the conversion to the 900 number and sending the call over FG D does not work. This is because when the call is sent to the access tandem, it is sent with the pic carrier code of the originating line and it would not work if the long distance carrier is different than the local service provider. One potential solution is route the call via TOPS as 0+411. When this solution was tested, the 411 call went to either reorder or continual ringing as did the 1AESS 411 calls. The 1AESS problem has been corrected (see the next paragraph describing the 1AESS solution) and it is expected that the 5ESS problem requires the same solution. This routing is now expected to work but it has not yet been verified.

The Directory Assistance calls for the 1AESS switch were executed successfully. The 411 calls sent as dialed to the AT&T network on a FG C trunk. At first, the 411 calls were going to a unequipped announcement channel in the AT&T OSPS. The call would either continually ring or go to reorder. After trouble shooting, the problem was tracked to an erroneous entry in the OSPS LDIT and also the Multiquest platform had to be updated to accept Atlanta area NPAs. After the corrections were made, a test call was made by Bell South personnel to verify that the call can be executed successfully. This call still has to be verified by AT&T personnel as well as a 411 call on a line with 900 blocking. The local NPA-555-1212 calls were sent as dialed to the AT&T network on a FG C trunk. . These calls were forwarded to DA operators located in various regions. The Foreign IntraLATA NPA-555-1212 calls were sent out as dialed as previously done for the pic2 environment. An additional test was performed successfully that varied the interlata pic.

The two different Line Class Code (LCC) were tested and executed successfully.

ISSUES

Issue 1 The 5ESS switches can route the local NPA-555-1212 three different ways successfully:

- a. Route to FG C as dialed
- b. Route to FG D as dialed
- c. Route to an announcement.

Resolution AT&T has to decide which routing solution they want to use.

Issue 2 Bell South can not successfully route both 0+10 digit local and intraLATA toll calls to AT&T operators for the 1AESS switch.

Resolution Bell South has escalated the problem to the Lucent PECC for resolution.

Issue 3 Foreign intraLATA toll DA calls from the 5ESS switch were routed to the local service provider instead of the intraLATA pic.

Resolution Bell South is going to research the proper routing of these calls.

Issue 4 The 0-/0+7 digit local calls from the 5ESS switch are not successfully routed to the AT&T OSPS via the TOPS tandem when there are no direct trunks available. The calls go to reorder in the 5ESS local switch

Resolution Bell South has escalated the problem to the Lucent for resolution.

Issue 5 Bell South is not able to route the 411 calls to AT&T operators via access tandems when no direct trunks are available. This is because when 411 is converted to the 900 number and sent to the access tandem, it is sent with the pic carrier code of the originating line, which will not work if that is different than the local service provider.

Resolution One potential solution is to route the call via the TOPS as 0+411. This way TOPS has the ani and the "0" sends it to the AT&T OSPS. This solution still has to be verified, however, since the 411 problem in the 1AESS has been corrected, AT&T and Bell South personnel are confident that this will work.

Summary and Evaluation

The test data indicate that the Operator Services and Directory Assistance tests went well. The above five issues are the only problems that need to be resolved. After these issues are resolved AT&T can consider OSPS/DA Customer Connectivity testing successfully completed and can proceed with SRT testing in Georgia.

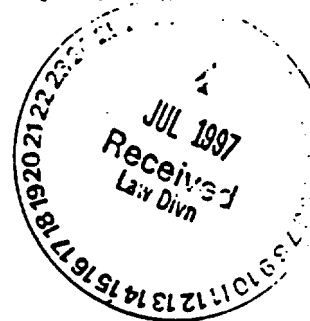
ATTACHMENT 15



BellSouth Telecommunications, Inc. 504 528-7300
Suite 3000
365 Canal Street
New Orleans, Louisiana 70130-1102

D. R. Hamby
Regulatory Vice President

July 24, 1997



VIA FEDERAL EXPRESS

Mr. Lawrence St. Blanc
Secretary
Louisiana Public Service Commission
Post Office Box 91154
Baton Rouge, Louisiana 70821-9154

Re: Docket No. U-22145 AT&T/BellSouth Arbitration: Selective Routing

Dear Mr. St. Blanc:

This letter and the accompanying proprietary Status Report concerning selective routing are being furnished to the Commission pursuant to Order No. U-22145 dated January 28, 1997 in the captioned docket. Based on the testing and analysis to date, and subject to the further testing outlined in the Status Report, BellSouth believes that its proposed AIN-based Selective Routing Service will afford a technically feasible and non-discriminatory method of providing selective routing to requesting CLECs in Louisiana. Because the Status Report provides details of BellSouth's product development, it is marked confidential and we ask that the Commission treat it as such. BellSouth is providing AT&T the Status Report pursuant to the terms of the proprietary agreement it executed in this docket.

Background: As the Commission may recall, one of the issues involved in the AT&T arbitration was AT&T's request for customized or selective routing, i.e., the capability for their customers to dial the same operator, directory assistance, and repair numbers as Bell's customers dial today ("0", "411" and "611"), and to have those calls routed to AT&T's operators and repair centers rather than those of BellSouth. Similarly, and when AT&T chooses to use BellSouth operators rather than its own, AT&T requested that BellSouth's operators "brand" the call for AT&T customers. Both requests involve the capability of BellSouth's switches to recognize that a call comes from a particular CLEC's customers. BellSouth's position in the arbitration was that it was not technically feasible to selectively route calls to CLEC operator service platforms on a non-discriminatory basis to all CLECs who may desire this feature.

The Commission found that the selective routing requested by AT&T was not technically feasible at present. Further, it found that the interim LCC solution proposed by AT&T could accommodate only a finite number of CLECs and, therefore, was "anti-competitive" and "at odds

with the clear intent of the federal Act." *See Order No. 22145, at p. 20.* The Commission acknowledged that the record supported an "impending resolution of the technical problems with AIN selective routing" and, therefore, ordered as follows:

AT&T's request for selective routing is denied as being technically unfeasible at present; however, BellSouth is Ordered to show cause within six (6) months of entry of this Order why it should not be ordered to provide selective routing. If AIN selective routing remains technically unfeasible, BellSouth shall bear the burden of so proving, and shall be required to establish for the record that it has taken all reasonable steps to resolve the technological limitations of AIN or other means [of] selective routing.

See Order No. 22145, at p. 59.

Industry Forum Solutions: Although industry representatives have been working on the selective routing issue since July 1996, there is currently no industry consensus on how selective routing should occur. A subcommittee of the Network Interconnection and Interoperability Forum ("NIIF") (a standards group sponsored by the Alliance for Telecom Industry Solutions) is in the process of completing a document that is intended to provide broad guidelines for implementation of "specialized routing" in a competitive local exchange environment. The current draft of the NIAC document lists three alternative arrangements for providing specialized routing:

1. Switch-based capability, which requires a new switch capability similar to interLATA carrier presubscription;
2. Database (AIN) solution, which requires a AIN trigger in the switch in which the call is originated; and
3. Line class code solution.

The subcommittee of NIIF working on this issue is expected to finalize the specialized routing document in the near future.

BellSouth's Selective Carrier Routing Service ("SCR"): Notwithstanding the fact that NIIF has not issued any industry standard for selective routing, BellSouth has been diligently pursuing an AIN-based solution since at least January of this year. BellSouth's AIN-based architecture is based on the second and third solutions outlined in the NIIF document. The proposed service relies on line class codes in non-AIN equipped switches, but to a much lesser extent than does the interim "pure" line class code solution originally proposed by AT&T. For this reason, the proposed service poses no threat of exhaustion of capacity.

The attached Status Report summarizes the work accomplished to date on BellSouth's proposed service and its proposed architecture. Based on BellSouth's analysis and work to date

(and subject to continuing analysis and testing), SCR will provide a technically feasible method of selectively routing CLEC-customer dialed 0+, 0-, 411 and 611 calls to CLEC operator service and repair service platforms. According to the implementation schedule outlined in the Status Report, BellSouth will complete the internal testing and network architecture by August 1, 1997. We plan a Louisiana market trial in the fourth quarter of 1997 (contingent on finding a carrier willing to serve as the trial customer), and will be ready for full deployment of the service in the second or third quarter of 1998.

Based on our conclusions (1) that SCR will provide a technically feasible and non-discriminatory method of providing selective routing to those CLECs that desire this capability, and, (2) that SCR will be offered to CLECs within the time frames described herein, BellSouth believes there is no need of opening a docket in which BellSouth bears the burden of demonstrating that "AIN selective routing remains technically feasible."

As always, we stand ready to answer any questions you may have or to discuss this with you at your convenience.

Sincerely,



D. R. Hamby

Attachment

cc: AT&T (w/attachment pursuant to proprietary agreement)
Brian Eddington
Paul Guarisco

#86641

ATTACHMENT 16



William J. (Jim) Carroll
Vice President

Room 4170
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-7282

June 2, 1997

Mr. Charlie Coe
Group President - Customer Operations
BellSouth Telecommunications, Inc.
Room 4514
675 W. Peachtree Street, N.E.
Atlanta, GA 30375

Dear Charlie:

This letter responds to your letter dated May 20, 1997, concerning BellSouth's branding obligations under the Georgia Interconnection Agreement dated February 3, 1997.

Until BellSouth is able to provide AT&T with AT&T branded services, BellSouth must revert to generic branding for all affected services including operator services, directory assistance services and repair service calls that are initiated from services resold by AT&T. This obligation is consistent with our Interconnection Agreement and the Georgia Public Service Commission's Order in Docket No. 6801-U.

I agree with your suggestion that a meeting should take place between the appropriate individuals from each of our companies to work out the details to implement BellSouth's branding obligations. Efforts are underway to do just that.

These matters are crucial to AT&T's market entry in Georgia. I assume you will request regular updates from your team as I am doing with my team to insure the gaps are closed expeditiously so as not to delay AT&T's Georgia market entry.

Sincerely,

William J. Carroll

CC: Al Calabrese
Mark Feidler
Jerry Hendrix
Quinton Sanders

ATTACHMENT 17

JUL-09-1997 16:10 FROM

TO

918037651243 P.01

2002/003

21-97 10:40AM

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BellSouth Telecommunications, Inc.
Suite 4074
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375

404 527-3000
Fax 404 527-3027

Charles P. Cox
Group President - Customer Operations

May 20, 1997

Mr. William J. Carroll
Vice President
AT&T
Room 4170
1200 Peachtree Street, N.E.
Atlanta, Georgia 30309

Re: AT&T/BellSouth-Georgia Interconnection Agreement

Dear Jim:

This letter is in response to your inquiry dated May 6, 1997, on the branding provisions in the AT&T/BellSouth-Georgia Agreement ("the Agreement"). In order to address your concerns I will briefly outline the status of the issues and refer specific issues for follow-up by the AT&T account team. I would suggest that a meeting between Quinton Sanders and Al Calabrese would be helpful to clarify details of these issues.

Your first concern addresses Section 19 of the Agreement, which states, "BellSouth agrees to provide in sufficient time for AT&T to review and provide comments, the methods and procedures, training and approaches, to be used by BellSouth to assure that BellSouth meets AT&T's branding requirements." These materials are available for AT&T's review and comments. The AT&T account team can schedule a time and location for AT&T to review the documents.

The second concern you raise also refers to Section 19 which states that, "All forms, business cards or other business materials furnished by BellSouth to AT&T customers shall be subject to AT&T's prior review and approval." A sample of RF-2999, the generic "No Access Card," which BellSouth uses when representing CLECs will be forwarded to the appropriate AT&T contact by our account team. This generic form has been designed using the same standards that BellSouth has used for many years except for the deletion of specific line items which are inappropriate since this is a resale situation.

BellSouth is currently offering three service levels of branding to CLEC's who order Operator Call Processing or Directory Assistance. Those three levels are BellSouth branding,

Customized Branding and unbranding. Under Sections 19 and 27.2.5 of the Agreement BellSouth is to brand all services and elements as AT&T Services and Elements. AT&T alleges that BellSouth is providing operator services branded as BellSouth even to AT&T customers. BellSouth end-user lines and resold lines are branded as "BellSouth" unless the CLEC has ordered Selective Routing. Moreover, facility based CLECs must order dedicated trunks from their end offices to the BellSouth TOPS switches in order to obtain Customized Branding. To obtain Customized Branding a CLEC must order the recording and loading of the appropriate name and then pay for the loading of the recording in each switch. If the CLEC desires unbranded service it need only advise BellSouth to route its end-user calls to a "no announcement" option.

Currently, AT&T Georgia has advised BellSouth that it intends to order Selective Routing on resold lines and will route AT&T end-user Operator and Directory Assistance calls to its own platform. Furthermore, AT&T has indicated that its current Directory Assistance resold service readiness lines are to be branded. At this time a BellSouth network representative is working with AT&T representatives to identify the Line Class Codes which AT&T must order to selectively route to its platforms and/or to TOPS for branding as AT&T.

In your letter, the last concern you raise is that BellSouth is providing AT&T customers with features that are branded with BellSouth's names. The specific instance you refer to is that when AT&T customers are provided BellSouth's "Call Selector" it is branded as a TouchStar Service instead of AT&T's branded name of "Distinctive Ring". BellSouth is well aware of its contractual and ordered obligations and will work with AT&T to implement these requirements.

Sincerely,

Charlie

Charles B. Coe

cc: Al Calabrese
Mark Feider
Jerry Hendrix
Quinton Sanders

ATTACHMENT 18

WILLIAM J. (JIM) CARROLL
Vice President

Room 4170
1200 Peachtree St. NE
Atlanta, GA 30308
404 810-7262

May 6, 1997

Mr. Charles B. Coe
Group President-Customer Operations
BellSouth Telecommunications, Inc.
675 West Peachtree St., Room 4514
Atlanta, GA 30375

Re: AT&T/BellSouth Georgia Interconnection Agreement

Dear Charlie:

The purpose of this letter is to discuss certain issues which have arisen regarding BellSouth's branding obligations under the Georgia Interconnection Agreement dated February 3, 1997 (the "Agreement") and to provide more detail to our conversation of May 6, 1997.

First, pursuant to Section 19 of the Agreement, BellSouth is required to provide to AT&T "in sufficient time for AT&T to provide comments, the methods and procedures, training and approaches, to be used by BellSouth to assure that BellSouth meets AT&T's branding requirements." Although AT&T and BellSouth are two months into the conduct of service readiness testing Georgia, BellSouth has yet to provide any such materials or procedures to AT&T to review. AT&T therefore requests such material be provided no later than May 15, 1997.

Second, pursuant to Section 19 of the Agreement, BellSouth is to provide for AT&T's prior review and approval, "all forms, business cards or other business materials furnished by BellSouth to AT&T Customers. . . ." Although BellSouth is providing AT&T's SRT customers materials, that material has not been provided to AT&T nor has AT&T approved the use of such forms. AT&T therefore requests that the forms, cards or other materials furnished by BellSouth to AT&T's customers be provided for AT&T's review and approval no later than May 5, 1997. Until such time as AT&T has approved their use, BellSouth shall not use any BellSouth branded materials.

Third, under section 27.2.5, when BellSouth provides operator services to AT&T customers, BellSouth must brand such services as required by Section 19 of the



Mr. Charles B. Coe

Page 2

May 6, 1997

Agreement. Section 19 requires BellSouth to brand all services and elements as AT&T Services and Elements, unless BellSouth unbrands such services for itself, in which case AT&T shall be provided unbranded services and elements. BellSouth is providing operator service branded as BellSouth even to AT&T's customers. AT&T is entitled to branded operator services and therefore requests that BellSouth fulfill its obligations under the Agreement.

Fourth, BellSouth is providing AT&T customers with features that are branded with BellSouth's names. For example, AT&T customers are being provided "Call Selector", a feature AT&T brands as "Distinctive Ring." As noted previously, Section 19 of the Agreement provides that BellSouth must brand services offered under the Agreement as AT&T services. This would include the appropriate AT&T name for the various features being provided.

Finally, BellSouth is providing AT&T customers BellSouth branded directory assistance. This is contrary to the terms of Section 19 as well as the provisions of section 27.2 of the Agreement. We would like to meet as soon as possible to discuss implementation for such branding.

In closing, AT&T must stress how important these branding requirements are to AT&T. Each provision was negotiated with great effort by both BellSouth and AT&T and represents the parties' mutual agreement on these significant issues. Compliance with these provisions now is particularly important as AT&T enters the Georgia marketplace.

I expect, as you stated on May 6, a written response. However, I would suggest that Al and Mark meet as soon as possible to resolve this item.

Sincerely,



William J. Carroll

cc: Mark Feidler
Jerry Hendrix
Al Calabrese

LA

such license implied, solely by virtue of the disclosure of any Confidential Information.

18.8 Each Party agrees that the Discloser would be irreparably injured by a breach of this Agreement by the Recipient or its representatives and that the Discloser shall be entitled to seek equitable relief, including injunctive relief and specific performance, in the event of any breach of the provisions of this Agreement. Such remedies shall not be deemed to be the exclusive remedies for a breach of this Agreement, but shall be in addition to all other remedies available at law or in equity.

19. **Branding**

The Parties agree that the services offered by AT&T that incorporate Services and Elements made available to AT&T pursuant to this Agreement shall be branded as AT&T services. To the extent such branding requires customized routing, the Parties recognize that the Louisiana Public Service Commission determined that selective routing as requested by AT&T does not appear to be technically feasible at this time. Therefore, BellSouth need not provide branding or rebranding requiring customized routing until customized routing is available. To that end, BellSouth must, by July 28, 1997, show cause why it should not be ordered by the Louisiana Public Service Commission to provide selective routing. If, at that time, BellSouth is not providing AIN selective routing, BellSouth shall (i) bear the burden of proving that such routing remains technically infeasible and (ii) establish that it has taken all reasonable steps to resolve the technical limitations on AIN or other means of selective routing. AT&T shall provide the exclusive interface to AT&T Customers, except as AT&T shall otherwise specify. In those instances where AT&T requires BellSouth personnel or systems to interface with AT&T Customers, such personnel shall identify themselves as representing AT&T, and shall not identify themselves as representing BellSouth. Except for material provided by AT&T, all forms, business cards or other business materials furnished by BellSouth to AT&T Customers shall be subject to AT&T's prior review and approval. In no event shall BellSouth, acting on behalf of AT&T pursuant to this Agreement, provide information to AT&T local service Customers about BellSouth products or services. BellSouth agrees to provide in sufficient time for AT&T to review and provide comments, the methods and procedures, training and approaches, to be used by BellSouth to assure that BellSouth meets AT&T's branding requirement. For installation and repair services, AT&T agrees to provide BellSouth with branded material at no charge for use by BellSouth ("Leave Behind Material"). AT&T will reimburse BellSouth for the reasonable and demonstrable costs BellSouth would otherwise incur as a result of the use of the generic leave behind material. BellSouth will notify AT&T of material supply exhaust in sufficient time that material will always be

available. BellSouth will not be liable for any error, mistake or omission, other than intentional acts or omissions or gross negligence, resulting from the requirements to distribute AT&T's Leave Behind Material.

20. Directory Listings Requirements

20.1 BellSouth shall make available to AT&T, for AT&T subscribers, non-discriminatory access to its telephone number and address directory listings ("Directory Listings"), under the below terms and conditions. In no event shall AT&T subscribers receive Directory Listings that are at less favorable rates, terms or conditions than the rates, terms or conditions that BellSouth provides its subscribers.

20.1.1 DELETED

20.1.2 DELETED

20.1.3 Subject to execution of an Agreement between AT&T and BellSouth's affiliate, BellSouth Advertising & Publishing Corporation ("BAPCO") substantially in the form set forth in Attachment 13: (1) listings shall be included in the appropriate White Pages or local alphabetical directories (including Foreign Language directories as appropriate), via the BellSouth ordering process, (basic listing shall be at no charge to AT&T or AT&T's subscribers); (2) AT&T's business subscribers' listings shall also be included in the appropriate Yellow Pages or local classified directories, via the BellSouth ordering process, at no charge to AT&T or AT&T's subscribers; (3) copies of such directories shall be delivered by BAPCO to AT&T's subscribers; (4) AT&T will sell enhanced White Pages Listings to AT&T subscribers and BellSouth shall provide the enhanced White Listings; and (5) Yellow Pages Advertising will be sold and billed to AT&T subscribers.

20.1.4 BAPCO will provide AT&T the necessary publishing information to process AT&T's subscribers directory listings requests including, but not limited to:

- 1. Classified Heading Information**
- 2. Telephone Directory Coverage Areas by NPA/NXX**
- 3. Publishing Schedules**
- 4. Processes for Obtaining Foreign Directories**
- 5. Information about Listing AT&T's Customer Services, including telephone numbers, in the Customer Call Guide Pages.**